

**PENGEMBANGAN ALTERNATIF STANDARD OPERATING  
PROCEDURE (SOP) SERTA STUDI HUBUNGANNYA DENGAN MUTU  
PELAYANAN RAWAT JALAN DI KLINIK PRATAMA DIAN  
NUSWANTORO**

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**ABSTRAK**

Pentingnya SOP menjadi salah satu penilaian mutu pelayanan kesehatan baik instansi pemerintah maupun swasta. Adanya masukan dari pasien selaku penerima pelayanan dan dokter selaku pemberi pelayanan mengenai pentingnya SOP Pelayanan Klinik sebagai pedoman pelayanan sehingga diperoleh kepuasan bagi pasien. Tujuan penelitian ini adalah untuk mengetahui seberapa bermanfaat SOP yang disusun serta kepatuhan dokter memberikan pelayanan berdasarkan SOP terhadap mutu pelayanan yang diterima pasien.

Penelitian ini menggunakan metode R&D ( research & development) dan pendekatan menggunakan cross sectional. Instrumen penelitian menggunakan kuesioner kepada dokter selaku pelaksanaan pelayanan dan pasien selaku penerima pelayanan. Data Primer dan Sekunder diolah dengan menggunakan uji statistik Rank Spearman. Jumlah populasi 234 dengan total responden penelitian ini berjumlah 55 orang (51 responden dari kelompok pasien, 4 orang responden dari kelompok dokter).

Hasil penelitian ini menunjukkan bahwa dokter selaku pelaksana dan pemberi pelayanan medis menyatakan bahwa SOP yang disusun sangat bermanfaat dalam proses pelaksanaan pelayanan Klinik. Terdapat 37 dari 51 responden menyatakan kepatuhan dokter terhadap SOP yang disusun dan ada hubungan yang positif antara pelaksanaan SOP yang disusun dengan mutu pelayanan yang dirasakan oleh pasien ( p value = 0,02).

SOP yang disusun saat ini terus dievaluasi pelaksanaannya untuk dilakukan perbaikan dan koreksi sehingga dapat dikembangkan SOP medis sesuai dengan kebutuhan klinik serta dapat dikembangkan SOP pelayanan medis dan non medis yang lain guna menunjang peningkatan mutu pelayanan klinik.

Kata Kunci : SOP Klinik Pratama, Mutu Pelayanan Klinik Pratama

**Development of Alternative Standard Operating Procedure (SOP) and  
Its On going Relationship With The Provided To Quality Service  
Patients Of Dian Nuswantoro Clinic**

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**ABSTRACT**

The importance of providing health services based on SOP becomes one of the health care quality assesment of both government and private institutions. The Purpose of this study was to determine how useful dan helpful was the SOP as well as obedience of the medical doctors in providing services following the SOP for the patients.

This research used R&D (Research & Development) method through taking data about the kinds and types of SOP prepared in accordance with the services provided at Dian Nuswantoro Pratama Clinic. Research approach has applied Cross Sectional Method. The Instrument consisted of questionnaire to collect data from doctors as the said clinic and patients as respondents of services based on SOP. The developed SOP was approved by the quality Assurance Office (KPM) of Dian Nuswantoro University as the Quality Assurance agency. Primary and secondary data were processed using Rank Spearman`s statistical test. The number of respondents of this study amounted to 55 people.

The result of this study indicate that doctors as implementers and providers of medical services state that the SOP is very useful dan helpful in the process of implementation of clinical services. There were 37 out of 51 respondents stating the compliance of doctors in using the SOP and there was a positive relationship between the implementation of service delivery based on Prepared SOP and the Quality of service perceived by the patient ( p value = 0,02)

The currently prepared SOP are continuously evaluated for improvement and correction so that the SOP can be developed further in accordance with the development and clinical needs. In addition the SOP for provided other medical and non medical services. Need to be developed in order to support the improvement of clinical service quality.

**Keyword** : SOP Pratama Clinic, Quality of Service Pratama Clinic